



External Job Posting

Position Title: Student Travel Counsellor

Location: Onsite at 9 Bridge St. N., Hastings, ON

Type of Employment: Full Time Contract

Duration: May 9th to August 14th, 2022 (possibility of extension)

Hours of Work: 35 hours a week, including weekends

Salary: \$15/hr

Job Posting Date: April 1st, 2022

Closing Date: April 22nd, 2022

About RTO8:

Regional Tourism Organization 8 (RTO8) is funded by the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries to promote regional tourism activity in the area that is now branded as Kawarthas Northumberland. It was created through the Tourism Competitiveness Study completed in 2009.

The purpose of RTO8 - Kawarthas Northumberland is to support a competitive and sustainable tourism industry, attract visitors, generate economic activity, and create jobs within the region that encompasses the City of Kawartha Lakes, the City and County of Peterborough, and the County of Northumberland.

As of May 2022, RTO8 now operates a seasonal Visitor Centre located on the shores of the Trent-Severn Waterway in Hastings, Ontario to welcome visitors and further support the tourism industry within the region.

As a Student Travel Counsellor, you will be part of RTO8 - Kawartha Northumberland's inaugural Visitor Centre Summer Staff Team. By providing an exceptional customer service experience to new, returning, and local visitors, you will assist in RTO8's vision of propelling Kawarthas Northumberland to be one of the leading travel destinations in Ontario for experiencing soft outdoor and rural adventure connected by Canadian waterway heritage.

This position is potentially being funded in part by the Canada Summer Jobs federal grant. This position is dependant upon funding approval.

All applicants must meet the following 3 criteria:

- You are between 15 and 30 years of age (inclusive) at the start of employment;
- You are a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act;
 - (Note: International students are **not eligible**. Recent immigrants are eligible if they are Canadian Citizens or permanent residents.)
- You are legally entitled to work according to provincial legislation and regulations

Duties and Responsibilities:

- Provide front-line reception services in the Kawarthas Northumberland Visitor Centre (KNVC) and serve as the first point of contact for knowledgeable and exceptional customer service, mainly in person
- Maintaining an orderly and welcoming Visitor Centre experience for the public, including restocking publications, tidying reception desk area, performing light housekeeping, etc.
- Enthusiastically greeting visitors, initiating discussions, answering questions, and seeking out requested information to leave visitors feeling energized and engaged
- Assist visitors in utilizing the KNVC's resources, including directing them to our three regional Destination Marketing Organizations (DMOs) to further plan their visit within our region
- Maintaining a high level of familiarity with the Trent-Severn Waterway, Kawarthas Northumberland region, and all RTO8 – Kawarthas Northumberland public-facing programs and incentives in order to educate visitors
- Complete all daily reception duties including opening and closing procedures
- Update and research DMO and RTO8 provided materials to ensure accuracy
- Assist with Visitor Services outreach tasks when required
- Assist the Operations Manager in the following duties:
 - Maintaining the visitor inquiry database for tracking and reporting purposes
 - Maintaining up-to-date inventory of all publication needs, reordering stock as needed, and receiving orders when they arrive
 - Provide suggestions and feedback regarding the KNVC upon request
- Additional projects and tasks as requested by the management team

Experience, Skills, and Education:

Experience

- Demonstrated knowledge of Kawarthas Northumberland and the Trent Severn Waterway is an asset (including, but not limited to, regional history and geography, local communities, driving directions and major highways, available amenities, points of interest and attractions)
- Proven track record in tourism and/or customer service environment
- Strong computer skills including the ability to work with the Microsoft suite of products and familiarity with social media (Twitter, Facebook, Instagram, Pinterest)
- Ability to utilize and maintain a detailed database
- Demonstrated background in research and project management skills is an asset
- Experience in establishing and maintaining private and public sector partnerships; proven track record of working with local businesses is an asset
- Understanding of tourism economic development is an asset
- G Driver's License with own vehicle is an asset
 - Reliable transportation outside of public transit is required due to the location of our Visitor Centre

Skills

- Excellent communication and interpersonal skills, with a respect for diversity and inclusivity
- Ability to work both within a team and independently, without direct supervision
- Ability to willingly give and receive constructive feedback
- Contribute positively and productively to teamwork
- Engage in and encourage healthy debate that helps build stronger outcomes

- Demonstrate creativity and innovative thinking, as well as taking calculated risks
- Think and work strategically, while maintaining focus
- Ability to learn new software, policies, and procedures quickly and utilize them accurately
- Ability to multitask, independently manage assigned duties and responsibilities, and consistently meet deadlines

Education

- High school or college diploma, or;
- Relevant experience in customer service, business, tourism, hospitality, recreation, and/or equivalent

Reporting and Team Dynamics

- Works under the daily supervision of the Operations Manager
- Reports to the Operations Manager and Executive Director
- Provides support to the Executive Director, Operations Manager, and Programs Manager as needed

COVID-19 precautions onsite:

- In keeping with the Ministry of Health and local Public Health guidelines, COVID-19 safety precautions have been implemented throughout our office. These include:
 - Supplying personal protective equipment to all staff (face masks, disposable gloves)
 - Hand sanitizer provided to the public and staff
 - Protocol signage in public and staff areas as recommended by the Ministry of Health
 - Physical barriers in areas where staff interact with customers

Please note that as a condition of employment, you are required to provide proof of vaccination for COVID-19.

You must have received the full series of a COVID-19 vaccine or a combination of COVID-19 vaccines approved by the Public Health Agency of Canada, and received the final dose of the COVID-19 vaccine at least 14 days prior to your first day of employment. You further agree to receive any subsequent vaccinations or boosters if they become recommended by local public health authorities as soon as they come available. **At this time, it will remain a requirement that our employees wear masks while onsite and/or on duty.**

To apply for this position, please send a cover letter and resume in PDF or Word document form

to Ryley Gutoskie, Operations Manager, at partner@rto8.com

no later than 4:30pm on Friday, April 22nd, 2022.

We thank all applicants for applying, however only those selected to be interviewed will be contacted.

RTO8 – Kawartha Northumberland is an equal opportunity employer. Accessibility accommodations are available upon request for all parts of the recruitment process. In order to be accommodated, applicants must make their needs known in advance. Information relating to accessibility needs is collected solely for the purpose of job selection under the provisions of the Freedom of Information and Protection of Privacy Act.